

## Juggling office relocation with regular duties earns Extra Mile Award

As if managing the Birmingham District Office, the largest in the state, isn't a monumental responsibility in itself, David Tankersley was also in charge of arrangements for a simultaneous office relocation and conversion into the Alabama Medicaid Agency's first Customer Service Center on September 9. His success with those projects has brought him recognition as Mike Lewis Extra Mile Award winner for fourth quarter 2008.

"I am honored and humbled," said Tankersley, an Alabama Medicaid employee for the past 17 years. "I have dedicated the Extra Mile Award to the entire office staff because I could not have coordinated the move and transition into the Birmingham Customer Service Center without their assistance."

In her nomination letter, Elizabeth Conner, associate director, Elderly & Disabled Certification Division, cited Tankersley for rising to the challenge of an earlier-than-expected relocation, combined with a Customer Service Center concept to provide Medicaid eligibility services to the public that was still in development.

"He gave invaluable input into the condition of the new space to be converted; spoke numerous times with owners of the property; gave input into the designation of duties for additional staff; and was basically the on-site representative for Medicaid in all negotiations and construction," said Conner.

Conner said Tankersley handled key aspects of the office move and restructuring while continuing to fulfill his manager responsibilities without adversely affecting the daily activities of the Birmingham District Office.

"There was still an office to run," said Tankersley. "I had to prioritize and delegate duties. I worked late into the night and came in on weekends and holidays."